



DISABILITY INCLUSION ACTION PLAN



Final 2.0 June
2022

Acknowledgement of Country

Woollahra Council acknowledges the Gadigal and Birrabirragal people who are the traditional custodians of this land and pay our respects to Elders both past and present and leaders emerging.



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Council is committed to recruiting and supporting a diverse workforce.

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Cover image:

Maccabi Clubs are focused on providing more sporting and recreational opportunities for people living with a disability.



1. Our Commitment to Disability Inclusion



1.1 Message from the Mayor

Woollahra Council is committed to supporting people with disability who live, work in and visit the Woollahra Municipality.

We are focused on making our spaces and services as accessible and inclusive as possible, from the hearing loop, braille signage and passenger lift at the new Woollahra Gallery at Redleaf, to our accessible playgrounds including Plumb Reserve in Woollahra, our Home Library Service for people with mobility issues, and allocation of grants to local disability-focused organisations and projects.

This Disability Inclusion Action Plan details the steps Council will take over the next four years to further support and improve inclusion for people with a disability, and remove any remaining barriers to participation within our community.

Thank you to all the people living with a disability and their carers, local disability services and community members who provided important feedback that has helped to shape the Plan. I am excited to be working with you to deliver improvements that are beneficial to all.

Councillor Susan Wynne

Mayor of Woollahra



1.2 Message from the General Manager

This Disability Inclusion Action Plan (DIAP) will help to create a more liveable Woollahra community, through improving the way we deliver services for people living with disability, promoting positive attitudes and behaviours and increasing employment opportunities and participation.

It builds on improvements implemented following our extensive Aged and Disability Needs Study 2016 and inaugural DIAP in 2017 – which included a significant number of capital projects focused on accessibility and provision of services for people with disability. Importantly, this DIAP has been developed with the assistance of our newly established Inclusion (Disability, Aged and Carers) Advisory Committee, which is comprised of community members, Councillors and Woollahra Council staff, with the Committee providing valuable lived experience and impartial advice.

We look forward to carrying out the Plan's vision for increasing the inclusion of people with disability throughout the Woollahra Municipality.

Craig Swift-McNair

General Manager

2. The Case for Inclusion

2.1 Our Vision

Council is committed to enabling all members of our community to participate fully in community life. Our long-term strategic plan, *Woollahra 2030*, includes our Vision and Mission statements:

Our Vision

A thriving, inclusive, sustainable and resilient community that will benefit future generations.

Our Mission

To lead climate action and promote respectful connections between people and place, so we can enhance, protect and celebrate Woollahra's beauty, heritage and quality of life, for the enjoyment of all.

We have a vision of a socially just, accessible and inclusive community, in which the human rights, sense of belonging, contributions, potential and diversity of all people – including those living with disability - are recognised, respected and celebrated with pride. This is the driving force behind the development of Council's Disability Inclusion Action Plan.

2.2 Principles of Social Justice

The UN Convention on the Rights of Persons with Disabilities states that people with disability include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.

So as to ensure fair and equitable services, processes, infrastructure, outdoor environments, traffic management, neighbourhood planning, community activities and facilities, Council will strive to remove barriers to participation.

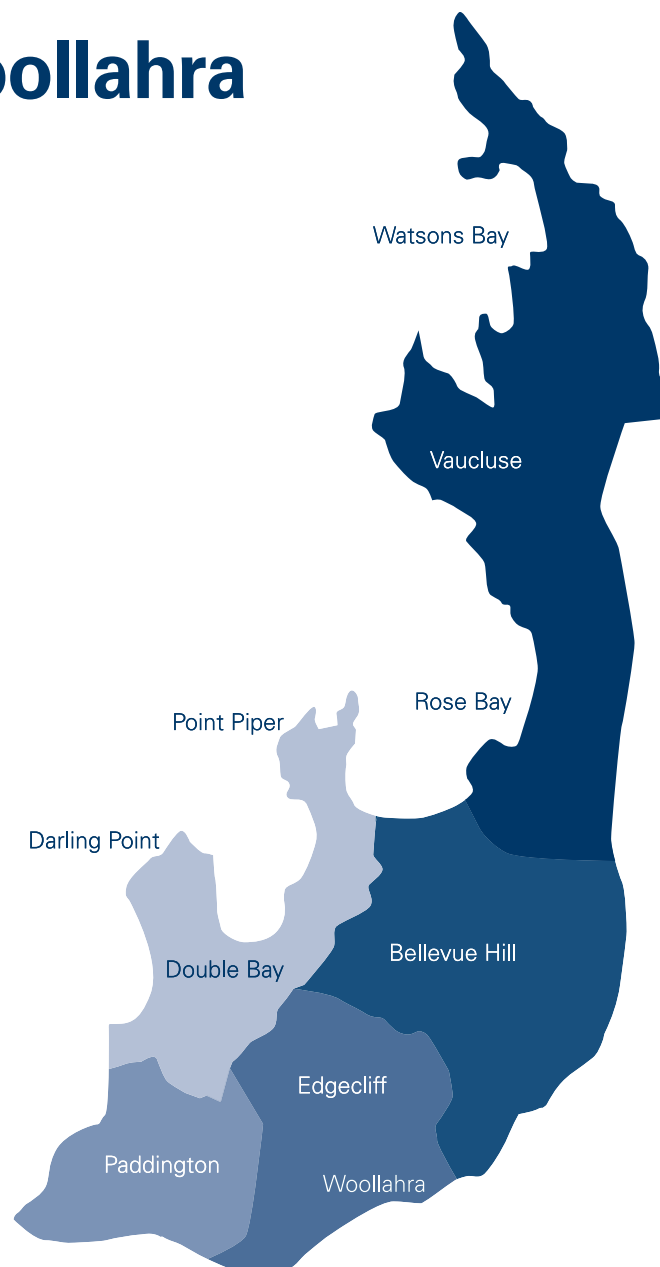
Systems, processes, infrastructure and attitudes that are welcoming and easy to use by people living with disability will have positive impacts for the whole community. Inclusion happens when everyone can use the same facilities, take part in the same activities and enjoy the same experiences in conjunction with others. Inclusive practice involves actively seeking solutions and strategies to address barriers and to influencing and supporting positive attitudes throughout the community.

Council also funds other community organisations to improve inclusion and supports within our community. This includes significant funds to Holdsworth Community to provide aged and disability services and programs, as well as the provision of grant funding to local organisations to provide programs and services for people living with disability and their carers.

3. Disability in Woollahra

The Woollahra LGA includes the suburbs of Bellevue Hill, Darling Point, Double Bay, Edgecliff, Paddington (part), Point Piper, Rose Bay (part), Vaucluse (part), Watsons Bay and Woollahra.

The Woollahra Municipality estimated resident population for 2020 is 59,431. The NSW Department of Planning, Industry and Environment forecasts an annual Woollahra population growth of 0.2%, resulting in a population of 60,750 by 2041.



In 2016, 1,438 people (2.7% of the population) in the Woollahra Municipality reported needing help in their day-to-day lives due to disability, an increase from 1,243 (2.4%) in 2011. 'Disability' is defined here as people who self-report as needing assistance due to a 'profound or severe core activity limitation'. This data is in response to the Census questions:

- 'Does the person ever need someone to help with, or be with them for, self-care activities?'
- 'Does the person ever need someone to help with, or be with them for, body movement activities?'
- 'Does the person ever need someone to help with, or be with them for, communication activities?'

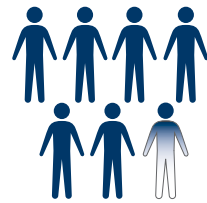
3. Disability in Woollahra

2016 Census data also reveals that the three suburbs with the highest number of people self-reported as needing assistance were Woollahra (224 persons), Bellevue Hill (223 persons) and Paddington (222 persons). This may suggest that those suburbs may benefit most from works to reduce barriers to participation.

Woollahra also has a significant number of residents who are carers. In 2016 there were 4,627 carers aged 15 years or above providing unpaid assistance to a person living with disability, long term illness or old age (10.1% of the population). Carers may also benefit when the person they care for is better enabled to participate more readily in the community.

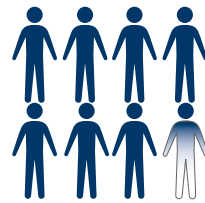
People needing help

living day-to-day with a disability*



2011

1,243 people



2016

1,438 people

Residents who are carers*

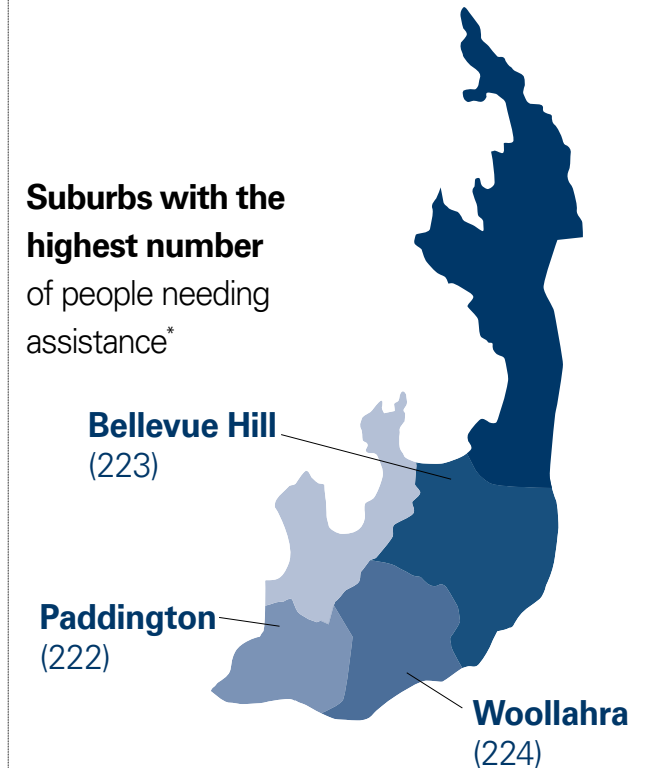
4,627

Residents who
are carers aged
15 yrs or above



10.1% of our
population

Suburbs with the highest number of people needing assistance*



**Source: 2016 Census data*

4. Policy and Legislative Context

The NSW Disability Inclusion Act 2014 commits NSW Government departments, local councils and other public authorities to work to make communities more inclusive and accessible for people with disability. The Act requires Councils to have a Disability Inclusion Action Plan (DIAP) in place at all times and to report on this annually to the NSW Office of Local Government.

Policies and plans of state, national and international agencies provide us with guidance in our planning for the needs and aspirations of people with disability. These include:

- The United Nations Convention on the Rights of Persons with Disability which seeks to protect the rights and dignity of persons living with disability by respecting people with disability as full and equal members of society.

- Federal policy relating to people living with disability which includes independence, inclusion, ageing in place, and health and wellbeing as key drivers.
- The National Disability Insurance Scheme (NDIS) – Australia’s first national scheme that provides funding directly to individuals to enable services and supports including: transport to enable participation in community, social, economic and daily life activities; therapeutic support; help with household tasks to enable a person to maintain their home environment; home modification; or mobility equipment.

This is Council’s second DIAP that has been developed as a stand-alone document whilst also embedded in and complementary to Council’s other strategic documents.



5. Progress to date

Council has a demonstrated commitment to access and inclusion through many of its activities and projects, a significant number of capital projects focussing on accessibility and the provision of services, directly and indirectly, to people with disabilities. Since adopting Council's inaugural DIAP in 2017, the following has been achieved:

- **Staff upskilling** – including Job Access and reasonable adjustments training incorporated into the ongoing internally delivered Interview and Selection course. Mental health (reasonable adjustments) training has been provided to all senior staff. Staff have attended 'pathways to inclusion' training delivered by Guide Dogs Australia. All Library and most Community and Culture staff have completed dementia awareness training. The Preschool Inclusion Support Teacher continues to attend professional development training.



Community upskilling has included a mental health first aid course and dementia awareness.

- **Community upskilling** – annual provision of 2-day accredited Mental Health First Aid course, 2-day accredited Youth Mental Health First Aid and Your Brain Matters (dementia awareness). The community have also had the opportunity to participate in a Living Well with Dementia webinar, Connecting Through Art interactive online workshop for people with dementia and their carers, Dementia Friends training, Carers Health and Wellbeing, Self-Managing Stress and Anxiety, Getting Better Sleep, Child Development, and Building Resilience.

5. Progress to date

- **Building upgrades** – accessibility improvements have been undertaken to Sir David Martin Reserve Sail Loft toilets, Percival Park toilet and change room. Access improvements have also been made to a number of Council’s venues for hire, including a motorised adult change table installed at The Gunyah, a new lift, widening of the doors, a new accessible toilet and improved paths of travel at E J Ward Paddington Community Centre, and a new accessible toilet and improved paths of travel via accessible ramps to Sherbrooke Hall. Signage highlighting that the Customer Service Centre and Council Chambers are accessible has been installed. Council’s Preschool new amenities include an accessible playroom, toilets and hydraulic children’s change facilities, and an outdoor playground with ramps. The new Woollahra Gallery at Redleaf is now accessible through a lift and disabled access toilets.



Woollahra Gallery at Redleaf is accessible via a lift and directional signage includes braille.

5. Progress to date



Gap Park Tramway accessible pathway.



Council's Play Space Strategy details inclusive play spaces.

- **Open space upgrades** – including the installation of a new pathway to the newly installed Christison Park accessible toilet. A ramp has been installed at the Woollahra Golf Club clubhouse. The Parsley Bay and Plumb Reserve Playground upgrades were designed as all-abilities inclusive play spaces. The new Gap Park Tramway Pathway is an accessible pathway of the historic tramway route. MLAK locks on Council's accessible public toilets have been modified so that they can be left unlocked during the day – signage with clear instructions and emergency contact details has been installed for when the accessible toilets are locked at night. The accessibility features of toilets throughout the Municipality are described on the National Public Toilet Map.

- **Council's communication** – has become more inclusive through the addition of diverse images. Council's Style Guide now references 'Designing for Accessibility' including: typography (size, colour contrast and legibility), use of colour and web design resources and tips. The Library brochure and other promotional material includes accessibility features of venues for events and activities. Council's website has a new 'accessibility' page that describes accessibility features of Council's venues, parks and public spaces, lists upcoming accessible events, current and planned works with accessible features and has links to useful resources such as the accessible toilet map.

5. Progress to date

- **On-going accessible services** – include the Home Library Service, procedures for bins and verge mowing to be managed for residents who are unable to do these activities themselves. Council also continues to implement the Health Carers Parking Permits scheme to allow parking for registered health care professionals attending a residents' property to provide at home care. Council also offers a Friendship Program that partners individual members of the community for company and conversation. The Program is accessible by those who are housebound.
- **Establishment of the Inclusion (Disability, Aged and Carers) Advisory Committee** – whose role is to advise Council on the needs and aspirations of people living with disabilities through the eyes of those with lived experience and carers.



Home Library Service



Council's Friendship Program partners individual members of the community for company and conversation.

6. Developing the Action Plan

Council's updated DIAP builds on the previous DIAP that was informed through Council's extensive *Aged and Disability Needs Study 2016*.

Council has formed a DIAP Working Party with representation from across Council to assist with compiling a draft updated Action Plan. The draft updated version was placed on public exhibition for community feedback, as well as proactive consultation with key community stakeholders.

A key improvement to developing this updated DIAP is that Council now convenes a new Inclusion (Disability, Aged and Carers) Advisory Committee. The Committee is comprised of 4 community members with lived experience as well as 2 Councillors and Council staff. The aim of the Inclusion (Disability, Aged and Carers) Advisory Committee is to provide lived experience and impartial advice on the development, implementation, monitoring and review of Council policies, strategies and plans,

including the DIAP. The Committee have already been provided with the opportunity to comment on Council's original Action Plan, and were consulted on the updated plan to ensure the needs and aspirations of people living with disability and their carers are more truly reflected.

The adoption of the DIAP will further cement Council's commitment to improving access, reducing barriers and increasing the inclusion of people with disability in recreational, social, cultural life and meaningful employment.

7. Our Action Plan

In accordance with the NSW Disability Inclusion Plan we will work towards;

- **Promoting positive attitudes and behaviours** – the development of positive community attitudes and behaviours towards people with disability;
- **Creating liveable communities** – the creation of more liveable communities for people with disability;
- **Improving employment opportunities** – the achievement of a higher rate of meaningful employment participation by people with disability in Council and through inclusive employment practices; and
- **Improving systems and processes** – more equitable access to mainstream services for people with disability through better systems and processes.

7.1 Promoting Positive Attitudes and Behaviours

Attitudes about and behaviours towards people with disability can be the single biggest barrier to participation and inclusion. We will encourage respectful attitudes and inclusive behaviours by raising awareness of disability, improving staff and volunteers knowledge, skills and access to relevant resources, and educating and upskilling the wider community. We will also increase the visibility of people with disability in Council publications and communications and by taking a proactive attitude in employing people with disabilities.

7.2 Creating Liveable Communities

Places and spaces where people of all abilities can fully participate in the recreational, social, cultural and economic life of the Woollahra community is important to Council and will benefit the whole community. Council will continue to provide a range of upgrades, services and activities that foster inclusion, ranging from park and playground upgrades, the ongoing provision of the Home Library Service, and coordinating activities to celebrate seniors and people living with disabilities.



7. Our Action Plan

The Woollahra Connect Program connects socially isolated older Woollahra residents with local volunteers.

Council also funds others to help create liveable communities, for example annual funds to Holdsworth Community that contribute towards their provision of a range of services and activities for the Woollahra community. Council's 3 year partnership agreement, commencing financial year 2022/23, stipulates that funds will be specifically allocated for Holdsworth Community to deliver the following programs:

- Providing support to the Woollahra community to register for and navigate the My Aged Care system;
- Trialling of an Aged Care Wellness Hub – drop-in wellness support sessions at Gaden for those waiting for Home Care Package funding;
- Providing secretariat duties for the Woollahra Dementia Alliance, including progressing implementation of the Woollahra Dementia Alliance Action Plan;
- Ongoing provision of the Woollahra Connect Program that connects socially isolated older



Woollahra residents with local volunteers who have similar interests, including absorbing people connected through a similar program currently provided by Council; and

- Family Services that entails providing a safe place for families of young children to connect to others and to receive information to support a positive parenting experience.

7. Our Action Plan

Council's commitment to Holdsworth Community delivers multiple programs.

7.3 Improving Employment Opportunities

The Australian Institute of Health and Welfare stated in 2020 that 48% of working aged people with disability (15 – 64 years) are employed, compared with 80% without disability. Council has a range of policies and procedures that document our commitment to recruiting and supporting a diverse workforce, such as our Equal Employment Opportunity Policy and our Reasonable Adjustment Policy.

7.4 Improving Systems and Processes

Easy to use systems and processes provide a better customer experience for everyone. Simplified, streamlined systems and processes enable inclusion by allowing people of all abilities to participate, engage and be involved.

Council already has a number of easy to use systems and processes, such as enabling the community to register for events via a range of accessible options including Eventbrite, telephone and in person and describing the



accessibility features of Council's venues, facilities and parks on Council's website. Future consultation with the Inclusion (Disability, Aged and Carers) Advisory Committee and with the wider community via Your Say, will enable Council to improve other systems and processes as they are reviewed.

Council will engage people with disabilities to further design and adapt its services and programs to further support accessibility.

Theme: Attitudes and Behaviours

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Staff training and upskilling	Continue to provide disability awareness training for staff that sit on recruitment panels.	Organisational Development & Human Resources	Number of EEO sessions and Interview and Selection training sessions provided. 100% staff to undertake training prior to sitting on recruitment panel.	Ongoing
	Continue to offer mental health and disability awareness training for all public facing staff on how to recognise and respond to customers who have mental health issues or a disability.	Organisational Development & Human Resources	Number EEO refreshers provided. Number of new starters attending Corporate Induction. All Departmental mental health and disability awareness training requests met.	Ongoing
	Continue to provide webinar training for Woollahra Preschool staff in supporting inclusion.	Community & Culture	Title of training and numbers of staff attending each session.	Ongoing
	Identify dementia friendly training available in response to staff requests.	Organisational Development & Human Resources	All Departmental designing dementia friendly environments training requests met.	Ongoing
	Identify training in how best to engage and communicate with neurodivergent staff in response to departmental requests.	Organisational Development & Human Resources	All Departmental training requests on how to engage with neurodivergent staff are met.	Ongoing
	Raise disability awareness through EEO (Respect at Work) training for all Council staff.	Organisational Development & Human Resources	Number of EEO (Respect at Work) sessions held and number of staff attending.	Annual
	All Library event and program staff to attend Inclusive Storytime training.	Woollahra Libraries	Number of staff attending training.	Short Term

Theme: Attitudes and Behaviours

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Community awareness raising	Continue to provide mental health information sessions for the community.	Community & Culture	Title and number of workshops offered, attendance numbers.	Annual
	Acknowledge and celebrate International Day of People with a Disability.	Community & Culture	Nature of activity.	Annual
	Actively promote Aged and Disability services and programs across the LGA in high visibility areas and local schools.	Community & Culture	Promotion undertaken.	Annual
Increase support for carers	Actively promote the supports available for carers of people with disability and the frail aged.	Community & Culture	Promotion undertaken.	Annual
Increased visibility of people living with disability	Increase the number of images in Council's image library that depict people living with disability.	Communications & Engagement	Target of 5 additional relevant images added to the gallery each year.	Ongoing
	Award Community and Cultural Grants to organisations / groups that provide services / activities for people living with disability.	Community & Culture	Number of relevant grants awarded, dollar value and reach of funded projects.	Annual
	Provide support for the Woollahra Dementia Alliance, including implementation of the Action Plan, in partnership with Holdsworth Community	Community & Culture	Nature of activity and number of participants.	Ongoing

Theme: Liveable Communities

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Works across Council	Consult with Council's Inclusion (Disability, Aged and Carers) Advisory Committee with regards works to improve accessibility on a quarterly basis.	Community & Culture	Subjects consulted and outcome	Ongoing
	Provide funds to Holdsworth Community to provide support with navigating My Aged Care, trial an Aged Care Wellness Hub, implementation of the Woollahra Dementia Alliance Action Plan, provide the Woollahra Connect Program and services for families of young children.	Community & Culture	Uptake and engagement with the programs and services.	Annual
	Continue to offer and promote the service of Council organising for bins to be brought out for those unable to.	Civil Operations	Number of households utilising this service.	Annual
	Continue to provide the Home Library Service for housebound people / people with limited mobility, including the monthly 'new titles' print out.	Woollahra Libraries	Number of people using the service, volume of loans.	Ongoing
	Develop and implement more inclusive Library children's programs.	Woollahra Libraries	Suitable children's programs implemented and number of children attending.	Short Term

Theme: Liveable Communities

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Housing	Monitor the availability of aged care housing on an annual basis.	Planning and Place	Number of beds compared to benchmark of 88 beds per 1,000 people aged 70 years and older (NSW Growth Centres Guidelines).	Annual
	Consider inclusion of controls and public domain projects to support increased accessibility and housing choice in the implementation plan for the Draft Edgecliff Commercial Centre Planning and Urban Design Strategy and Draft Edgecliff Commercial Centre Public Domain Plan.	Strategic Planning	Description of controls and projects that support increased accessibility.	Medium Term
	Actively implement actions in the adopted Woollahra Local Housing Strategy 2021 and Affordable Housing Policy related to promoting inclusive housing design and NSW planning reforms to support increased housing choice including affordable housing to meet a range of different needs.	Strategic Planning	Provision of increased housing choice.	Medium Term
Buildings and venues	Consider accessibility when undertaking upgrades to Council owned properties.	Property & Projects	Property accessibility upgrades or maintenance completed.	Ongoing
	Engage access consultants to ensure universal access in the design and construction of Council venues and facilities.	Property & Projects	Percentage of new designs and constructions that meet or exceed Australian Standards.	Ongoing
	Explore the possibility of access to a hydrotherapy pool within the Municipality.	Community & Culture	Potential locations and associated costs documented.	Short Term

Theme: Liveable Communities

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Buildings and venues	Explore the feasibility of providing at least 1 fully accessible bathroom and toilet facility in the Municipality (to include an adult sized change table, a hoist, space to change, a shower with a fold down bench for sitting and MLAK locks).	Property & Projects	Potential locations and associated costs documented.	Medium Term
Parks, footpaths and open spaces	Consider accessibility when undertaking upgrades to parks, including continuous paths of travel, accessible toilets.	Open Space & Trees	Parks and open spaces accessibility upgrades or maintenance completed.	Ongoing
	Explore the potential to modify locations throughout the Municipality to facilitate access for mobility impaired people to the ocean.	Open Space & Trees	Number of locations modified.	Annual
	Install handrails and drop down seating at outdoor shower facilities throughout the Municipality.	Open Space & Trees	Number of handrails and seating installed as a percentage of total outdoor showers.	Medium Term
	Install communication boards in playgrounds to facilitate inclusive play for non-speaking children.	Open Space & Trees	Number of communication boards installed.	Medium Term
	Consider the installation of alternative play options in playgrounds for children living with disability.	Open Space & Trees	Number of parallel play options installed.	Annual
	Consider inclusion when installing wayfinding / informative signage throughout the Municipality (braille, font size, colour contrast).	Engineering Services	Volume of inclusive signage available throughout the Municipality	Ongoing

Theme: Liveable Communities

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Parks, footpaths and open spaces	Maintain footpaths and increase the number of kerb ramps throughout the Municipality.	Engineering Services	Number of street footpaths renewed, number of new and upgraded kerb ramps installed.	Annual
	Continue to respond to requests regarding footpath trip hazards.	Civil Operations	Number of requests and number remedied.	Annual
	Continue to offer and promote the service of Council mowing of road verges for those unable to mow their own.	Open Space & Trees	Number of residences utilising this service.	Annual
	Maintain the hydro-wheelchairs and legibility of MLAK signage on the aquatic wheelchair lockers at Watsons Bay Baths and investigate further public seating.	Open Space & Trees	Number of inspections and number of replacements.	Annual
	Explore the installation of more outdoor seating in Steyne Park, Double Bay.	Open Space & Trees	Additional seating available.	Annual
	Continue to promote the accessibility features of venues, parks, facilities on Council's website.	Communications & Engagement	Request updates from Council staff every 6 months.	Ongoing
	Investigate mapping Council's venues, parks, facilities and adding this map feature to Council's website.	Communications & Engagement	Investigation complete.	Short Term

Theme: Liveable Communities

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Traffic and transport	Process applications for disabled parking bays located in residential areas.	Engineering Services	Number of new and existing disabled parking bays in residential areas across the Municipality.	Annual
	Continue to offer parking permits for registered health care workers providing care for residents.	Customer Experience	Number of parking permits issued.	Annual
	Explore the installation of additional disabled parking bays within Council's car parks across the Municipality.	Engineering Services	Number of additional disabled parking bays within Council's car parks.	Annual
	Upon renewal of public wharves safe access to waterways for all people to be considered.	Engineering Services	Number of public wharves upgrades.	Annual
	Council staff in consultation with Transport for NSW to provide advice on safe access to the upgrade of wharf structures.	Engineering Services	Number of wharf structure upgrades.	Annual
	Promote the locations of disabled parking bays in Council managed public places on Council's website.	Communications & Engagement	Request updates from Council staff every 6 months.	Ongoing

Theme: Employment

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Staff upskilling	Continue to educate hiring managers on support provided by Job Access to improve access to employment for people with disability at Council.	Organisational Development & Human Resources	Number of staff attending Interview and Selection Training.	Annual
	Continue Council's EEO Policy, monitor for effectiveness and provide ongoing education to staff.	Organisational Development & Human Resources	Monitor number of complaints under the EEO Policy and 100% successful resolution.	Annual
	Educate staff and supervisors on providing reasonable adjustments to accommodate disability.	Organisational Development & Human Resources	Number of staff attending EEO (Respect at Work) training as a percentage of total employees.	Annual
Work experience, skills development	Promote that Council welcomes volunteers and work experience students and adults who are living with disability.	Organisational Development & Human Resources	Number of work experience and volunteering opportunities offered and accommodated to people living with disability.	Annual
	Apply for the Be Connected grant, offered through the Good Things Foundation, with funding available to support older Australians gain digital skills.	Woollahra Libraries	Success in obtaining grant and number of older Australians learning new digital skills.	Annual

Theme: Systems and Processes

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Service delivery	Continue to implement the Preschool Inclusion Support Program, policy and the Priority of Access guidelines.	Community & Culture	Number of children with additional needs per Preschool term.	Annual
	Envoy audio device, for the visually impaired, loaned by Woollahra Libraries to Home Library Service members and Library members living with dementia.	Woollahra Libraries	Number of loans for Envoy audio devices.	Annual
	Investigate providing a monthly 'quiet hour' in the Woollahra Gallery at Redleaf for people on the autism spectrum or living with dementia	Community & Culture	Implementation of 'quiet hour' and number of people attending.	Short Term
	Continue to provide hybrid events and programs (in person and online) to better accommodate people with disability.	Community & Culture, Woollahra Libraries	Number and range of hybrid events and programs.	Ongoing
Communication	Continue to promote local disability services on Council's website.	Community & Culture	Currency of information.	Ongoing
	Continue to implement World Wide Web Consortium (W3C) standards and utilise Web Accessibility Initiative (WAI) guidelines to improve websites and other digital products including apps and e-newsletters.	Communications & Engagement Information Technology	Websites and digital products as compared to standards and guidelines.	Ongoing

Theme: Systems and Processes

Focus area	Action	Responsibility	Performance Indicators	Timeframe
Communication	Develop 'Plain English', online instructions for Library services and access to eResources.	Woollahra Libraries	Plain English instructions developed.	Short Term
	Investigate methods for alternative presentation of online information, eg text-to-speech.	Communications & Engagement	Online information available in different formats.	Short Term
	Add closed captions to Library event and program videos.	Woollahra Libraries	Number of videos available with closed captions.	Ongoing
	Integrate an accessibility reading tool onto Your Say	Communications & Engagement	Availability of tool.	Medium Term
	Continue offering accessible methods of engagement (digital engagement, webinars and meetings with video conferencing) beyond Covid-19 restrictions.	Communications & Engagement	Availability of accessible methods of engagement.	Ongoing

8. Monitoring and Evaluation

Progress against our Disability Inclusion Action Plan will be monitored and reported as part of Council's Integrated Planning and Reporting Framework, with Council's Annual Report submitted to the NSW Office of Local Government.

We will also monitor the success of this plan through ongoing consultation with Council's Inclusion (Disability, Aged and Carers) Advisory Committee, who will be invited to provide feedback about satisfaction with Council's work towards improving accessibility and inclusion.

The final adopted copy of the DIAP will be submitted to the Disability Council. A copy will also be available on Council's website.



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Adopted by Woollahra Council
27 June 2022